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CHFS Focus Employee Spotlight: Sharon Kay Hilborn, Director of the Division of Child Abuse and Domestic Violence Services

Sharon Kay Hilborn wants to put herself out of a job.

The newly named director of the Division of Child Abuse and Domestic Violence Services said her highest professional ambition is to make her job obsolete.

"I realize that may never happen, so in the meantime I want to be in a position to help coordinate victim services so assistance quickly and efficiently reaches all victims in need and prevents revictimization," Hilborn said.



Before becoming director, Hilborn worked for the division as an attorney funded through the federal Violence Against Women Act. In that position she dealt with issues related to women who were victims of domestic violence and sexual assault. Before coming to CHFS, she was an assistant attorney general in the Division of Victims Advocacy.

Hilborn has recently worked to introduce a national program in Kentucky to train salon professionals to recognize the signs of domestic abuse in their clients and help direct them to local services.

Called Cut it Out, the program is a public-private partnership that targets personal service providers who traditionally have trusted relationships with their female clients.

"A salon professional may be the only caring person in the life of a battered woman in a position to recognize that she is a victim of abuse," Hilborn said. "We want to give that hair dresser or stylist or nail technician the information they need to refer their clients to the appropriate organizations for assistance."

Growing up in a "typical nuclear family," the youngest of four children, Hilborn said she was strongly influenced by very determined siblings who set the standard for accountability and success. Her parents, too, had high expectations for the young Hilborns.

"They never allowed me to entertain any other option than getting an education and developing a strong sense of independence," she said. "I admire my parents who are still happily married after 53 years."

Hilborn has adjusted quickly to her new role, but change in general is something she's come to view as a growth agent and positive force in her life.

"I believe we're given opportunities or obstacles in our lives to challenge our core beliefs," she said. "At several coincidental times in my life I've had events occur that changed how I lived and the truths I held. I hope I've matured to the point where I can accept that life is in constant change and be flexible enough to embrace that change."

She said a big asset in her new job is the support of Department of Human Support Services Commissioner Marla Montell. "She has given me the flexibility to pursue programs and develop resources and services to better serve the commonwealth's most needy and vulnerable citizens," Hilborn said.

Hilborn has a bachelor's degree in English from Ohio State University and a law degree from Wake Forest University. She and her husband of almost 20 years, Don Blevins, Jr., have two sons, Jacob, 9 and Eli, 4. The family also includes a retired racing Greyhound named Penny.

Although raising two young sons and managing the demands and responsibilities of her job leave her little time for leisure activities, when she can find time Hilborn enjoys cycling, hiking and crafts. It also may surprise most people to know she has recently discovered hunting and is looking forward to the upcoming bow season.

"I've hunted deer, turkey, waterfowl and squirrel," she said. "I enjoy spending time in the woods and am constantly amazed at how noisy nature can be."

CHFS Focus Program Spotlight: Department for Public Health's Behavioral Risk Factor Surveillance System Program

Surveying Health Behavior Trends in the Commonwealth

By Barbara Fox

Tucked into a remote corner of the Department for Public Health's (DPH) Division of Epidemiology and Health Planning, the Behavioral Risk Factor



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Surveillance System (BRFSS) is a small office that has served an important mission since 1985: measuring the health practices of Kentuckians.

The BRFSS is a telephone health survey co-sponsored by the Centers for Disease Control and Prevention (CDC) and DPH. The survey is conducted using random home telephone calls to residents 18 or older. Only one adult per household is interviewed. Personal identifying information such as name or address is not collected during the survey.

"The primary goal of our program is to collect, analyze and interpret locally relevant data on risk behaviors in the state and preventive health measures for planning, implementing and measuring progress of DPH's risk reduction programs," said Tracey Sparks, BRFSS Program Manager. She said data from the survey is also used to develop public health policies and legislation.

Sparks said survey data is extremely important to state analysis of health trends and in efforts to educate the public about risk behaviors and preventive health practices. "It is also used in grant application preparation for funding of special programs, such as cardiovascular disease risk reduction, diabetes prevention and breast and cervical cancer screening," she said.

During 2004, 6,646 interviews were completed by BRFSS staff. Results of those interviews do not look promising for the health status of Kentuckians. Although data from the most recent published survey indicates that Kentucky's adult smoking rate decreased 10.5 percent from 2003 to 2004, Kentucky still has the highest smoking rate in the nation at 27.5 percent. Kentuckians also have the lowest physical activity rate in the nation – which helps explain why 63.4 percent of Kentuckians are either overweight or obese.

Quality control methods built into the system assure that interview data is collected with scientific rigor and consistency. The BRFSS questionnaire is divided into three sections: the core component, optional modules and state-added questions. The core component contains questions asked by all states and participating territories. The optional modules consist of groups of questions developed by the CDC on particular topics states may choose to include. State-added questions cover topics of a state's own choosing and usually relate to that state's public health needs. Data for each survey question is presented by demographic group and area development district on BRFSS data tables. The data from Kentucky and all 50 U.S. states can be obtained from the CDC's BRFSS Web site at www.cdc.gov/BRFSS.

Lucille Roberts has been administering Kentucky's BRFSS for the past 16 years. Although the survey takes between 10 to 20 minutes to administer, Lucille said interview subjects sometimes talk far longer than it takes to conduct the interview. "Many of the older people I reach are just looking for someone who will listen and talk to them," Roberts said. "Many ask questions related to specific needs that they may have and I often refer them to the appropriate agencies."

So the next time your telephone rings at home and a surveyor from the BRFSS program inquires about your health practices, please take the time to answer their questions. Remember that Kentucky is counting on you to ensure your public health needs are being met.

DPH Seeks Licensed Medical Personnel to Volunteer for Hurricane Katrina Recovery

The Kentucky Department for Public Health (DPH) is seeking Kentucky-licensed medical personnel to assist with Hurricane Katrina volunteer disaster recovery efforts. Medical specialties urgently needed include doctors, nurses, respiratory therapists and environmental health workers.



Potential volunteers must be willing to deploy to Mississippi, Louisiana or Alabama and be able to tolerate primitive living conditions. Volunteers will fall into two broad groups: those who are available immediately within 24 hours of notification and those who will be available as relief. Minimum deployment is one week.

"The need for volunteer licensed medical personnel to assist with Hurricane Katrina recovery will continue for some time to come," said William Hacker, M.D., DPH commissioner. "I urge those interested to contact us now, but to plan for potential deployments as new volunteers are needed over the next several weeks and months."

Volunteers are being asked to fill out the volunteer information form located on the Cabinet for Health and Family Services' Katrina Relief web site at <http://chfs.ky.gov/katrina.htm>. If you have questions, contact Rebecca Rogers, emergency operations planning coordinator, via email at RebeccaL.Rogers@ky.gov or by phone at (502) 564-7243.

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Kentuckians wishing to volunteer who are members of or have received training through the Medical Reserve Corps (MRC) should directly contact their local MRC director. People who want to volunteer who are Red Cross-certified should contact the American Red Cross at 1-800-696-3873.

Cash donations the best way to help hurricane relief at this time

Donations to agencies will help get needed supplies to those impacted by Katrina

From Governor Ernie Fletcher's Communications Office

Even before Hurricane Katrina hit the Florida and Gulf Coasts, Kentuckians kept phone lines busy asking how to get involved and volunteer for the relief effort.

Because of this outpouring of support, the Kentucky Office of Homeland Security and the Kentucky Division of Emergency Management remind potential volunteers to get involved. The best form of assistance at this time comes in the form of cash.

Those interested in volunteering should not head south to help in disaster areas without receiving formal direction from their local emergency management agencies. Those who travel without first receiving direction may be turned away by relief efforts in the affected areas.

"We would like to thank the thousands of Kentuckians who are signing up to volunteer in the wake of this devastating hurricane," said General Maxwell Clay Bailey, director of the Kentucky Division of Emergency Management. "But we also want to ensure these efforts take place in the areas that need the greatest amount of help and local emergency management agencies will help Kentuckians do that."

Individuals wanting to make donations are asked to consider doing so through their favorite charitable organizations.

"As requests come in, private agencies play a major role in the recovery effort and provide much needed support," said Steve Oglesby, Kentucky Emergency Management's Area 14 manager. "However, these agencies have limited resources and often depend on donations from the public to

fund their programs. Experience has shown us the public can actually be generous to a fault by providing items that are not immediately needed or require special needs. The best and most productive donation can be made in the form of cash."

Oglesby, who also serves as a representative of Kentucky Organizations Active in Disaster, will be the point of contact for all agencies if anyone is deployed or needs additional resources. He can be reached at (502) 607-1647.

For more information on the relief effort and how you can get involved, contact the Kentucky Division of Emergency Management's Donations Management Call Center at 1-800-618-1689.

Following is a list of charitable agencies which are coordinating efforts with the Kentucky Division of Emergency Management.

American Red Cross

Franklin County Chapter
318 Washington Street
Frankfort, KY 40601
E-mail: arcfranklin@redcrossfrankfort.org
<<mailto:arcfranklin@redcrossfrankfort.org>>
Phone: 502-223-1795
Fax: 502-223-8380
Web site: <http://www.redcrossfrankfort.org>

Angel Flight

Point of contact: Steve Patterson
Phone: 866-380-1910
E-mail L: steve@angel-flight.org <<mailto:steve@angel-flight.org>>
Mission: Organization consists of private pilots with their own planes who provide over flights and high priority cargo.

Council of Churches

Point of contact: Chris Skidmore
Phone: 859-269-7715
E-mail: kidrp@kycouncilofchurches.org
<<mailto:kidrp@kycouncilofchurches.org>>
Mission: Fund-raising organization and coordinating organization.

Christian Appalachian Program

Point of contact: Sherrie Buersh
Phone: 606-308-9234



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E-mail: sburesh@chisapp.org
<mailto:sburesh@chisapp.org>

Mission: Organization has warehouse of cleaning supplies, repair materials and will assist MS, AL and LA once KY operations are cleared.

Indiana/Kentucky Conference United Church of Christ

Point of contact: Mariana Speller

Phone: 317-409-3993

E-mail: louismaryanna@juno.com

<mailto:louismaryanna@juno.com>

Mission: Organization provides long-term recovery, clean-up kits and clean-up support including manpower.

KY ReAct (Radio Emergency Associated Communication Teams)

Point of contact: Tom Curry

Phone: 502-935-5113

E-mail: n4aof@arrl.net

Mission: Amateur radio operators and can provide emergency communications.

Salvation Army

Point of contact: Jim Garrett

Phone: 502-671-4920

Mission: Salvation Army can provide mobile canteens and clean-up kits. Organization has approximately 2,000 packaged meals on hand and cleaning supplies and also provides pastoral care.

The Salvation Army - Kentucky/Tennessee Divisional Headquarters

214-216 W. Chestnut St.

Louisville, KY 40202

Phone: 502-583-5391

Fax: 502-625-1199

The Salvation Army of the Central Kentucky Area

736 W. Main Street

Lexington, KY 40509

Phone: 859-252-7706

United Methodist Committee on Relief

Point of contact: Charles Douglas

Phone: 606-436-3513

Cell: 606-438-1014

E-mail: bmumc@alltell.net

Mission: Organization provides early response team with an early response vehicle with generators and 8-9 people who can do debris removal and early assessment. They also do pastoral care.

2005 Employee Satisfaction Survey

The Office of Human Resource Management, with the assistance of the Office of Technology Services, has begun work on the second annual Employee Satisfaction Survey and hopes to have the survey ready for employees in early November.

The first Employee Satisfaction Survey was conducted in November 2004. Initial Cabinet-level results were distributed to all CHFS staff in late December 2004 and more detailed reports were provided to senior management in March. The complete report package is available on the intranet at http://cfcnet.ky.gov/Agencies/ohrm/ESS/ESS_Index.htm.

Staff involvement was strongly encouraged in the survey report review process and in developing action steps in response to survey findings. Some actions taken as a result of the 2004 survey include establishment of employee recognition committees and implementing awards programs, holding periodic employee forums to share plans and gather employee concerns and conducting office-level employee surveys. The Office of Human Resource Management conducted three employee forums that focused on the survey results. Other Cabinet activities include:

- The Department for Medicaid Services formed a Spirit Committee of 11 volunteers to conduct employee recognition, coordinate celebrations of special occasions, provide holiday decorations and manage fundraising. The committee also updates the department's "Pride Panel," specially designated partitions near the commissioner's office featuring employees' important family events and pictures of the department awards ceremony.
- The Department for Disability Determination Services addressed concerns about workload distribution between its two offices.
- Through its Continuous Quality Improvement Teams, the Department for Community Based Services involved all staff in developing solutions to identified concerns. More specifically, survey results became an agenda item for a meeting of all supervisors in the Northern Kentucky region.
- The Department for Mental Health/Mental Retardation Services used survey results to refine its strategic planning process.

All CHFS employees are encouraged to participate in the 2005 Employee Satisfaction Survey.



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The Division of Aging Services reminds Focus readers Grandparents Day is Sept. 11

While all Americans will pause on Sept. 11 this year, as we have each year since the events on that date in 2001, the Division of Aging Services hopes Sept. 11 this year will also be an occasion for happier thoughts as Americans celebrate the 2005 observance of Grandparents Day.



Grandparents Day was the brainchild of Marian McQuade of Fayette County, W.Va., who hoped that such an observance might persuade grandchildren to tap the wisdom and heritage of their grandparents. The first presidential proclamation was issued in 1978 and one has been issued each year since, designating the first Sunday after Labor Day as National Grandparents Day. In honor of the nation's grandparents, the following data from the U.S. Census Bureau is presented for your information and consideration in honor of these unsung caregivers:

5.5 million: The number of grandparents whose grandchildren younger than 18 live with them. Most of these grandparents (4.2 million) maintain their own households.

2.3 million: The number of grandparents responsible for most of the basic needs (i.e., food, shelter, clothing) of one or more of the grandchildren they live with. These grandparents represent about 43 percent of all grandparents who live with their grandchildren. Of these caregivers, 1.5 million are grandmothers and 860,000 are grandfathers.

1.7 million: The number of grandparent-caregivers who are married.

1.4 million: The number of grandparents who are in the labor force and also responsible for most of the basic needs of their grandchildren.

910,000: The number of grandparents responsible for caring for their grandchildren for at least the past five years.

460,000: The number of grandparents whose income is below the poverty level and who are caring for their grandchildren.

5.5 million: The number of children living with a grandparent. These children comprise 8 percent of all

children in the United States. Of these children, 3.8 million lived in their grandparent's home and 1.7 million in their parent's home.

2.1 million: The number of children who resided with both a grandmother and a grandfather.

80: The percentage of the nation's grandparents who had visited or spoken with their grandchildren by phone in the past month, according to research by the American Association of Retired Persons.

About 3 million: The number of Grandparents Day cards given, nationwide, each year. (Source: Hallmark research)

Cabinet filling its KECC 'Heart of Giving'

By Anya Armes Weber

Staff is beginning to slowly fill the Kentucky Employee Charitable Campaign's "Heart of Giving" contribution gauge with love - but we still have a way to go.



As of Aug. 15, the Cabinet has raised 3 percent of its goal, or \$8,051.

The Cabinet's goal is \$237,000 and plenty of time remains to submit your pledge form.

The KECC Victory Celebration is slated for Oct. 12. Please submit your completed form with payroll deduction information or one-time donation to your office coordinator by the end of September.

DDS fundraiser schedule update

Inclement weather has forced Disability Determination Services to reschedule two KECC fundraisers.

The cookout originally scheduled for Aug. 31 will be held Wednesday, Sept. 7.

The car wash slated for Wednesday, Sept. 7, will be held Tuesday, Sept. 20.

KECC Charity profile: United Way in Kentucky

The United Way of Kentucky helps local United Way organizations build healthier and more caring communities. Since 1984, staff has worked with United Way volunteers and professionals from across the

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Commonwealth to address the many health and human services needs in their communities.

Twenty-three local United Way organizations serve 88 Kentucky counties, providing vision, leadership and in excess of \$52 million to support more than 700 local agencies. Local volunteers help assure that services like emergency response, job training, child care and more will be available when they're needed in communities throughout Kentucky.

The United Way of Kentucky provides training and technical assistance to member organizations and helps communities establish their own United Ways. These services enable and empower member United Ways to fulfill their missions, accomplish their local objectives and help Kentuckians build stronger, healthier and safer communities.

Log onto the United Way Web site at <http://www.uwky.org/>.

CHFS Health Tip of the Week: September is National 5 A Day Month

By Anne Parr, R.N.

Since 1991, "strive for 5" has been a simple reminder for healthful eating. All you need to do is eat five to nine daily servings of a combination of fruits and vegetables. Colorful fruits and vegetables provide a wide range of vitamins and minerals needed to maintain good health.



Consider all the benefits of getting more fruits and veggies in your diet:

- Prevent cancer—Experts believe about one-third of cancer deaths in the United States are due to poor eating habits. Growing evidence suggests that a low-fat diet rich in fruits and vegetables containing nutrients like vitamin C and fiber may reduce the risk of some types of cancer.
- Less heart disease and stroke—Reduce your risk with a balanced, heart-healthy diet low in fat (especially saturated fat), rich in fiber and loaded with plenty of fruits and vegetables.
- Fewer birth defects—Each year, more than 2,500 babies are born with birth defects of the brain and spinal cord, called neural tube defects (NTDs). Studies show that consuming foods rich in folic acid (a B

vitamin) daily before conception and during early pregnancy may reduce the risk of NTDs by more than 50 percent. Folic acid is the "foliage" vitamin—found in green leafy vegetables, like broccoli, as well as many other fruits and vegetables.

- Better digestion—Fruits and vegetables provide the fiber that helps keep folks "regular." You're far less likely to ever need laxatives when you "strive for 5."
- Better vision—People who eat spinach and other leafy green vegetables have a lower risk of macular degeneration, a common form of blindness in the elderly. Cataracts are less common in those who eat plenty of fruits and vegetables containing vitamin A.

For more information, visit the National Cancer Institute/Produce for Better Health Foundation Web site at www.5aday.gov.

Employee Enrichment

By Anya Armes Weber



Employee Enrichment is a weekly feature for CHFS staff. These tips for making work better focus on team building, customer service and personal development.

It's possible to disagree with your boss without being disagreeable.

Bill Catlette and Richard Hadden, co-authors of "Contented Cows Give Better Milk," are workforce communications experts who offer these tips to challenging a supervisor when you want to voice an opinion that doesn't mesh with theirs.

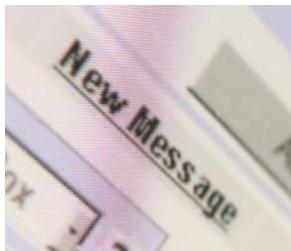
- Get your thoughts straight. Know the point you want to make before you speak. Supervisors don't have time to waste.
- Be respectful. Show this courtesy to every coworker.
- Recognize that any resistance to your challenging or disagreeing with them may come from a feeling of loss of control. Don't try to wrestle control away from them. Share it with them toward a positive outcome.
- Don't gloat. If you are right, bragging about it would be immature in any circumstance.
- Be open to challenge yourself. Your boss may have a good argument to counter yours. Listen and consider the facts. It's the only way either of you will learn and grow.

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Security Alert from COT

We have received information on several e-mail scams related to the Hurricane Katrina disaster, some of which will infect your computer simply by taking you to an



"informational" Web site. Never click links received in unexpected e-mail, as they may take you to fake or hostile sites. While emergencies and disasters bring out the best in most people, sadly, they also bring out the worst in people who prey on the good intentions and charitable natures of most people. If you wish to make a donation to the relief effort, go directly to donation sites by typing the Web address into your browser. If you want news updates, go to a known and trusted Internet site. Don't click on a link in an e-mail from an unknown source. Forwarding e-mail that is not business related is against Enterprise security policy and can spread e-mail security risks.

Following is the text of a malicious e-mail currently circulating. When the "Read More..." link is selected, computers not properly protected become infected simply by going to the hostile site in the link. Be careful!

Subject: Re: u1 Katrina killed as many as 80 people.

Just before daybreak Tuesday, Katrina, now a tropical storm, was 35 miles northeast of Tupelo, Miss., moving north-northeast with winds of 50 mph. Forecasters at the National Hurricane Center said the amount of rainfall has been adjusted downward Monday.

Mississippi Gov. Haley Barbour said Tuesday that Hurricane Katrina killed as many as 80 people in his state and burst levees in Louisiana flooded New Orleans.

Read more...